

PLAN OF SERVICE – TYPES OF SERVICES

PLAN OF SERVICE – COMMUNITY SERVICES/PARTNERSHIPS

Magnolia School District

Haskett Branch Library's primary collaboration is the Joint Use Cooperative Agreement established with the Magnolia School District (Joint Venture Projects), which formalizes the long standing relationship between the Library and its near neighbor, Maxwell School. Although Maxwell School is the focus of the collaboration, the Library will provide services to other Magnolia District elementary and junior high schools within its service area.

Anaheim Achieves

The Haskett Library has been a partner in the award winning Anaheim Achieves Program, which is co-sponsored by the Anaheim YMCA, the Community Services Department and the Anaheim City School District, as well as the Magnolia School District. This innovative program provides after school instruction and recreation to more than 1,000 at-risk City youth. The Library has offered access to computers for homework help, presented story time programs and book talks to children enrolled in the program, and worked with Anaheim Achieves staff in developing and monitoring the program. This partnership will continue with the new Library.

North Orange County Community College District

The North Orange County Community College District's School of Continuing Education moves to West Anaheim in January, 2003. Initial discussions with District staff have identified multiple areas of future collaboration, from District provided ESL classes on site at the Library, to career planning services, District supplied curriculum support materials, Family Literacy classes, and counseling services. Implementation of this partnership is dependent upon construction of a new facility, due to lack of space at the current Library.

Boys and Girls Club

West Anaheim has a new site for the Boys and Girls Club at Schweitzer Park. With an expanded staff, the Haskett Library will be able to offer story times or a monthly Reader's Club to the children on-site. Service to the Boys and Girls Club will be implemented when an expanded Haskett Branch Library opens for service.

Project Head Start

With the enlarged facility and additional staff, the Haskett Library will be able to formalize a relationship with this vital community program, scheduling group visits to the Library and providing bi-lingual staff to do on-site story time programs quarterly. Staff can also work with the parents to encourage reading as a family activity.



Recreation/Human Services

As part of the larger Community Services Department, the Haskett Branch Library will continue its involvement with the Department's Recreation and Human Services Division, which encompasses services to Seniors, the Kids in Action program, the neighborhood centers, West Anaheim's Brookhurst Community Center, arts and special events, youth programs and the Therapeutics Center. Library staff regularly support programs and events offered by the Division, and benefit in return from programs presented at the Library as part of the Summer Reading Program activities. A satellite library collection is under discussion for the expanded Senior Center under construction at the Brookhurst Community Center.

PLAN OF SERVICE – MEETING SERVICE NEEDS

Forty years of direct library service from this location combined with 5 years of extensive planning and months of recent data analysis gives this Plan the foundation to identify and plan for specific community library needs for the residents of west Anaheim. The ethnically diverse resident user groups include both adults and youth, with patron registration evenly split between these two main patron types. The adult population includes readers, seniors, adult students, and parents. The youth users include preschoolers, a large percentage of elementary students, and teens. 40% of the housing surrounding this branch are low-income households with no or very limited resources for reading, learning, or computing.

This plan aims at restoring a service balance to all residents. The service focus to diverse multi-lingual, low-income preschoolers, elementary students and their families will not diminish, but it will be complemented and expanded to include more space, programs, and collections for other user groups: preteens, teens, adults and seniors. High demand community room spaces for small to large groups will be restored and expanded to reengage various neighborhood groups in the wider community through accessible space and cultural programming.

The plan continues the support of technology for all user groups and levels of computer literacy. A highly functional infrastructure, provided by a new branch building, gives space for several computer labs to support concurrent instruction and use by teens, adults, and youth. The expanded infrastructure will mean more electronic resources for curriculum support and personal interests.

The library-related realities of service at the Haskett Branch Library is that the individuals who live and work in this area are not one homogeneous group of people. They have differing needs for library services depending upon their age, employment, income, housing, education, ethnic and cultural background, and literacy level. This complex, crowded and diverse West Anaheim community demands a broad range of library resources, services, space, and staff expertise at this West Anaheim area branch. The combination of a large under-served population of ethnically diverse newcomers and the long served, but now underserved adult and family readers, mandates that Haskett continue to fill multiple



roles and provide targeted services. Only a larger facility with space for the diverse user collections and resources will accommodate the needs identified in this plan of service.



5.a. PLAN OF SERVICE – JOINT VENTURE PROJECTS

BACKGROUND

The City of Anaheim and the Magnolia School District entered into a formal agreement to support joint venture library services to better serve the needs of the Maxwell Elementary School students, parents, and faculty and all student users of Haskett Branch Library. Maxwell Elementary, a K-6 school, is sited south of the Haskett Branch Library across Maxwell Park is an overcrowded facility with a 38% growth rate in student attendance (compared to a 25% State average). Maxwell has been coping with the challenges of ever increasing numbers of LEP, underachieving students in 47 languages by focusing on basics – classroom space and textbooks.

Part of the solution to overcrowding has been the adoption of a multi-track school calendar. Students and teachers attend school year round. Two sessions are in operation on campus at any time. This doubling of daily population limits student access to the computers or resources in classrooms or the small school library. Those spaces are fully booked all day.

Anaheim Public Library and the Haskett Branch Library have made the support of K-12 education a priority function for the past 10 years as schools in 6 of the 7 local school districts face the same combination of increasing populations of more diverse need students. The goals and objectives in the Library Plan of Service include outreach, collections, and programs to support the needs of Anaheim students.

For the last five years, Haskett has been building relationships with local educators and providing programs for students. This history of support and cooperation made a formal collaborative agreement for a joint venture a logical next step for both the branch and the school district. The services identified in the Cooperative Agreement were developed through a process involving focus groups for educators, discussions with the school Principal, school library clerk and faculty. At Maxwell elementary school, discussions continued with the Library and District administrators, taking into account the years of experience working with students at this and other local schools that use the Haskett Library.

Intent of the Agreement

The Joint Use Cooperative Agreement is based on the mutual desire of all parties to enhance the value of education and libraries by creating opportunities for shared use that promote and expand resources for literacy and learning. The agreement is built on the foundation of trust established by the Magnolia School District with the parents of and students who attend Maxwell School. The comfort level and commitment of parents, often without personal educational opportunities, to work together for their children's school success has created a solid framework for expanding that trust to the Bookmobile and local branch library. Staff from Head Start, the Family Resource



Center, Maxwell School, and Anaheim Achieves guarantee that new students and their parents will be aware of the joint services and resources offered in this agreement.

Provisions of the Cooperative Agreement

The cooperative agreement includes (See Joint Use Cooperative Agreement Tab):

- Roles and responsibilities of each party
- Descriptions of specific services of this agreement and how they will be provided
- Hours of service
- Staffing for service
- Use of volunteers,
- Location of Project
- Ownership and funding sources
- Creation of a working committee to review progress on program delivery
- Operation, maintenance and management
- Process for review and modification
- Field Act not applicable
- 20 Year commitment for agreement; 40 year commitment for library services

Joint Venture Project Benefits:

Benefits of Shared Electronic/Telecom Services:

- 1) Full range of computer types and software: The Magnolia School District operates in an Apple computer environment. It provides and supports Macintosh computers and software for students. The Anaheim Public Library provides and supports a Windows environment. Students can be provided with the entire range of computer products and develop competency in both the OS and Windows environments through shared electronic services. Magnolia School District will provide Macintosh workstations (no less than 3) at the Haskett Branch Library in the Homework Center. The District will be responsible for the software, peripheral equipment, and maintenance of these workstations. These workstations will be available, during all open hours, to the community, especially students, for educational uses. Anaheim Library staff will provide Windows based PCs and resources.
- 2) Joint development for shared electronic infrastructure: Currently, the District is limited to 516K speeds for telecommunications from the campus to off site resources. None of the student classrooms or library has any access, let alone high speed, to web based resources. As the District develops its telecommunications infrastructure, it will work collaboratively with the City to explore high-speed telecommunications access between Maxwell School and Haskett Library. Because the School Library lacks any automated library system, one of the proposed projects is to add Maxwell School to the Anaheim Public Library's EpiXtech Integrated Library System as an additional outlet. The School and the Library would have shared catalog, circulation and acquisition resources.



- 3) Electronic resources that support pre literacy, literacy, and curriculum will be provided at Maxwell and Haskett through licensed products available at both sites. The expertise of Maxwell faculty in choosing Macintosh educational products and the Anaheim Library Youth Services staff in Windows based software means students will choose from multiple resources for developing literacy, learning math and reading skills, and subject based learning tools.

Benefits of the Family Literacy Center:

- 1) Both Magnolia School District and Maxwell Branch Library are committed to literacy. Pre literacy and literacy programs are available at the Salk Family Resource Center and Head Start, operated by the Magnolia School District, and available to students and families at Maxwell Elementary School. Anaheim Public Libraries, through Children's services and L.I.F.E., the Library's adult literacy program, have developed Family Reading nights and Family Homework workshops, for elementary students and their parents. Family Literacy is a priority, both by the demographics and because the multi-track school schedule provides students and parents an opportunity for remedial learning while "off track."
- 2) By working collaboratively, especially through a partnership with the Head Start and Salk Family Resource Center, a formal schedule of workshops can be calendared for a year. In addition, because the district programs have no computers available to their clientele, this element of family literacy will be added. The mobile computer (part of the Technology Plan of Haskett Library) may be used at the school site and/or families will be transported to the Branch to use the computer lab and become familiar with preschool and school resources for their students. Open house for family literacy, with both library and school staff, will be held, at least annually, at the Haskett Branch Library.

Benefits of the Homework Center:

- 1) An after school homework center for elementary students will be a service of the Haskett Branch Library. Staff for the Center will be provided by the City and supplemented with staff of the Anaheim Achieves, an after school program supported by the District in collaboration with the City of Anaheim and the YMCA. Resources available in the Homework Center will include Textbooks, curriculum guides and supports and media from Maxwell school. Volunteers to support this program will be recruited and referred from the District and the City.
- 2) The inclusion of a Homework Center into the design of the new branch and the Joint Agreement is a high priority. Many students need additional support, beyond the classroom, to improve English and raise achievement levels.
- 3) Workstations in this Center will include Alpha Smarts (easy to use word processing keyboards that connect to a PC for printing) for writing assignments and both Windows and Macintosh computers.
- 4) The Homework Center will house a permanent collection of textbooks, rotating reserve materials and teacher handouts to support curriculum based assignments.



This new resource for Haskett Branch library will not only benefit Maxwell students, but will be a resource for other elementary students because grade appropriate texts will now be available at the public library.

- 5) Homework support will be provided with volunteer one on one tutoring; an online tutoring service during afternoon hours (Tutor.com,); group workshops on homework resources – both print and electronic scheduled regularly; and real and virtual homework helps including but not limited to elements of a research paper; how to do a book report, etc.

Benefits of the Computer Center:

- 1) Besides the electronic resources located in the Homework Center, the Joint agreement will include additional workstations and training in both the permanent computer lab for class visits, parent workshops, etc. and in a mobile lab operated in the Craft area. This mixture gives several environments for creating a comfort level and building competency in computer skills for students K-12 and parents. The City and District will collaborate to make referrals for workshops, provide staff for skills training workshops, and recruitment and referrals of volunteers to support the lab.

Benefits of Staff Development:

- 1) Both organizations are experts in education and training areas. Teachers have individual areas of subject expertise and a through knowledge of child development. Library staff members are experts in information searching, and subject literature, including children's literature. The District will include in annual staff development days, modules including library staff introducing skills and resources for student success. Individual teachers will give staff workshops for Haskett staff introducing the curriculum and skill levels expected at primary and elementary grades. The school library clerk will be invited to all staff meetings at Haskett Branch and the youth librarian at Haskett will visit the school library at least monthly. This collaborative cross training of staff will enhance student learning through the enhanced understanding of student learning.

Benefits of Shared Collections:

- 1) The mission of each organization is focused on learning and providing resources to encourage literacy. The Magnolia School District has strong collections of core learning materials in multiple formats including textbooks, software, and media. The Anaheim Public Library has strong supplemental collections to support curriculum assignments, reading readiness, and fiction reading. Access to the collections available at Haskett Library and Maxwell School will be provided, from either site, to borrowers with joint library cards. This will increase the usage of all materials where needed. The low-income student population attending the Maxwell School will have fine free borrowing. All teachers using class cards during library visits will not incur any personal financial liability for overdue or non returned items. The public library, through its "Motel Kids" fund, will cover the costs of any items circulated through this program.



Benefits of Daily Delivery

- 1) The implementation of the collaborative joint ventures can be maximized through a daily delivery of shared resources. The City and District will develop a route, using District and City vehicles, that includes Monday through Friday exchange between Haskett Branch Library and Maxwell School. This daily delivery is a real response to the often last minute timelines of many students.



6. JURISDICTION WIDE SERVICE

6.a. HASKETT WEST ANAHEIM

Haskett Branch Library is part of the west Anaheim community and operates as one of five area library services anchors for the Anaheim Public Library system. The long range plan for library services to the West Anaheim area is based on the most effective model for this geographically and socially disparate community, a model of distributed tiered service: (Appendix B, C)

Tier 1 – Central Library and Anaheim Library system

Administrative Services, Collection Support Services, Delivery, Technology Services, Youth and Teen Services, Literacy Services, Circulation Services, Bookmobile Services and Reference Services provide staff and program support to all Anaheim Public Library Branches, including Haskett.

Tier 2: West Anaheim Area Branch - Haskett Branch Library

A new 24,000 sq. ft. single story Haskett Branch Library with more space to expand current popular services and space to support services that have been limited or delayed due to the small facility. This larger branch will continue to be an integral part, not only of Anaheim Library services and west Anaheim community services, but also of the Masterplan for Maxwell Park. Haskett Branch Library will remain in the park because of its effective central placement in the neighborhood, high visibility, and to maximize the integration of mind space and open space most needed by residents in overcrowded households. The optimal size of the facility is 22,000 to 24,000. This provides space for all identified service groups and needs without absorbing all the infrastructure, staffing, and system resources to west Anaheim. This mid size library is supported by a Central Library collection and system resources that enhance the service level.

Tier 3: Local Satellite Service – Proposed Co-located facilities

The linear nature of the City of Anaheim, the changing nature of neighborhoods in close proximity, and the lack of public transportation requires satellite library service outlets targeted to local service populations to achieve the mission of neighborhood support. Within the 9 sq. mile area of West Anaheim, additional satellite facilities are in planning include:

Teen Library/Computer Center

Location: Beach Blvd./Lincoln Ave.

Co-located: West Anaheim Youth Center/Police Station –

Service population: High school students at nearby Savanna, Magnolia, and Western high schools.

Funding: Capital Improvement Project



Senior Library and Computer Center

Location: Brookhurst Ave./Cerritos Ave.

Co-located: Brookhurst Community and Senior Center

Service population: West Anaheim Seniors; senior group homes

Funding: Capital Improvement Project

Health Services Library and Computer Center

Location: Beach Blvd/ Orange Ave.

Co-located: West Anaheim Medical Center

Service Population: Adults, including parents; majority Spanish language

Funding: No identified funding

Popular Library and Computer Center

The General Plan and Vision West Anaheim project the development of a retail center for this area. Currently there is no major retail in this area. If that is developed on the far west end, the library proposes to include a storefront service point with popular collections and public access computers.

Tier 4: Mobile Services

Bookmobile

Current Bookmobile has 2 stops in West Anaheim; 2nd Bookmobile is on order.

6. b. JURISDICTION WIDE SERVICE - ANAHEIM PUBLIC LIBRARY SYSTEM

Background

Since 1902, Anaheim has supported a City library system. Beginning in the back of a candy store, the current Anaheim Public Library System is comprised of a Central Library, four branches (including Haskett Branch Library), 1 bookmobile, and a Museum (a former Carnegie Library). Demographics and technology are transforming the Anaheim Public Library. Anaheim's increase in population and diversity has been reflected in new programming and collections. The digital revolution in information has extended library collections and created new computer based services.

Governance

The policy direction for the Library is provided by City Council. A five member advisory Board of Library Trustees gives resident input and citizen oversight. City and Library Administration provide the administrative direction and coordinate all products and services, as well as their delivery. The Library, as a division of the Community Services Department, improves the "livability" of the community by offering a broad range of learning, leisure, environmental, informational and neighborhood enhancement programs.



Organization

The Library is comprised of two major sections: Public Services and Library Operations. Library Operations ensures policies are followed and that resources are available for the delivery of public services. Public Services includes Branch and Central services, Collection Services, Youth Services, and Bookmobile. The Anaheim Library has 129 FTE staff, with 57 full time City employees.
See Organization Chart (Appendix D)

Anaheim Public Library Plan of Service

A community-based strategic planning process was initiated in 1997 to assess library services amidst the major changes in the community and the transformation of library services by technology and targeted populations. A Strategic Plan (Appendix A) was developed as a map for the future of the Anaheim Public Library. The Anaheim Public Library, a Division of the Community Services Department, is guided by both the Strategic Plans developed for and within the Library Division and the Strategic Plan of the Community Services Department. These plans are updated annually and revised and rewritten every five years.

The desired outcomes of the implementation of the Anaheim Library Services 1997 Strategic Plan are:

ACCESS TO INFORMATION AND KNOWLEDGE

Anaheim libraries provide access to information using state-of-the art technologies, books, periodicals, computers, on-line services, Library personnel, and other resources, to meet the diverse needs of their constituent population. Library resources are equally available to all members of the community, regardless of age, physical ability, geography, race, ethnicity, gender, or income.

COMMUNITY-RESPONSIVE FACILITIES, RESOURCES, AND MATERIALS

Library facilities are comfortable, attractive, inviting, and well-equipped places to access information. Facility improvements maximize space, provide places for individual study and group meetings, and ensure access by persons with disabilities.

QUALITY SERVICE

High quality Library services are provided to patrons in compliance with American Library Association standards.

OPERATIONAL EFFICIENCY

The Library is structured to streamline its operations to maximize service efficiency.

STABILITY

Anaheim libraries are an anchor for the community.



Anaheim Public Library Facilities Master Plan

One of the major strategic goals of the Anaheim Public Library 1997 Strategic Plan was: Adequate Facilities. This goal was a necessary outcome from the community and facility assessments. Two existing library facilities, Central and Haskett are 40 years old, Sunkist and Euclid opened in 1975, and Canyon Hills, the newest facility is now 20 years old. These facilities were built before the major population increases of the last two decades and provide inadequate space for collections, patrons or programs. None of the facilities were constructed for computer technology.

In response to this clearly defined need of the 1997 Strategic Plan, Anaheim began a comprehensive Library Facilities Master Plan. An overall library service delivery model was developed for the City. This plan was developed concurrently with the 2000 Community Analysis and Building Program for the Central Library and the city-wide Neighborhood Improvement Planning – Capital Improvement Plan. The 2000 analysis of the Anaheim Public Library system, as part of the Central Library study, confirmed: *"the existing Library facilities are inadequate to meet the needs of the Anaheim community now for library services, and cannot in their present configuration fully support the vision for the City. This inability to support adequately library services needed by the Anaheim community will continue to get worse as demands and needs for services continue to increase. The increase in service demand is due in part to the population growth experienced by Anaheim, but also to the need to provide services to specific demographic groups, especially growing student, children, and seniors populations in the community."*

The geography, community and resources of the City of Anaheim create the foundation of the Anaheim Public Library Facilities Master Plan. The Plan is based on the model of distributed city services, developed through 5 years of City planning and extensive community needs analysis. Anaheim is a big small town city. Developing along the 5 freeways segmenting the City, the physical separation and independent histories of City areas created one political unity with numerous diverse communities. The demographics and physical geography of the City of Anaheim determined that a distributive plan of city services, including libraries, is most effective for the residents of Anaheim.

The Library Division adopted this service delivery method because it reflects the Library's core mission recognizing that quality service must be targeted to specific needs. As individuals and groups have distinct service needs, so do communities. A facilities master plan that is built on local diversity, supported by central resources, is both most effective and most efficient for the Anaheim Library system. The Anaheim Public Library System further refined the distributed plan of service to include tiered levels of service and a commitment to mutual support.

In the distributed plan of service, each of the 5 community focus areas will contain local infrastructure for targeted community service delivery supported and complemented by resources from the Central Library. The master plan for Anaheim Public Library facilities has taken the data gathered throughout extensive public planning for each area to identify the type and size of libraries needed in a distributed plan of service. The Facilities Master Plan is committed to neighborhoods and reflects the diversity of our



communities. It reflects both the strategies of the 1997 Library Services Strategic Plan and the new General Plan for Anaheim being developed in 2001/02.

Anaheim Public Library Facilities (Map Appendix E)

The Library system has 5 library facilities, one in each service area. The Facilities master plan provides a hierarchical and geographical structure to library infrastructure. The Anaheim Library system will include a Central Library, a neighborhood anchor branch library in each city service area, and bookmobile or satellite facilities to expand access to library services throughout the long narrow city. These outreach services at local satellite facilities or bookmobiles will augment and be supported by services at the area branch libraries. The Central Library will in turn support the area branches. The exchange of collection materials and resources will be supported by at least once a day delivery service between all facilities. This delivery system will be enhanced by daily exchanges between Magnolia School District (Cooperative Agreement for Joint Venture Services) and Placentia and Yorba Linda Public Libraries. Additional delivery for exchange of resources is provided by the Santiago Library System.

The full implementation of the library facilities master plan will assess the adequacy of the existing infrastructure; upgrade or replace existing facilities to meet current demographic and geographic needs in Anaheim; construct or develop satellite library services, generally in multipurpose buildings, to expand service to underserved and newly emerging neighborhoods.

PHASE 1: ASSESSMENT OF EXISTING INFRASTRUCTURE

An analysis of all library facilities was undertaken as part of the Citywide Capital Improvement Program in 2000:

Central Library

Service Area: Central/Downtown Anaheim
Service Population: 90,000 local; 330,000 system
Roles: Central Library, neighborhood branch, and system support
Current Facility: Built 1963; 65,000 sq. ft. facility
Masterplan Strategic Goal: 100,000 sq. ft. of space
Status: In planning/design. New multi story Downtown Library. Part of the Broadway Promenade Project in Downtown Anaheim near Civic Center. Mixed-use project with housing, retail, commercial, city services, and Central library. Projected for 2004.
Proposed Funding: Anaheim Central Redevelopment Funds; public/private partnership; Capital Improvement Funds

Neighborhood Anchor Branches

Haskett Branch Library

Service Area: west end of West Anaheim
Service Population: 65,000
Role: Community Library



Current Facility: Built 1962; 7,484 sq. ft.
Masterplan Strategic Goal: 24,000 sq. ft, new facility as part of Master plan for
Status: In planning/design as element of Masterplan for Maxwell Park and
revitalization of West Anaheim
Proposed Funding: Proposition 14 Library Construction Bond State Grant; 35%
local match from City.

Euclid Branch Library

Service Area: Resort Area and southeast West Anaheim
Service Population: 64,408
Role: Community Library
Current Facility: Built 1975; 10,273 sq ft
Masterplan Strategic Goal: Expand library to 15,000 sq feet; upgrade for
technology
Status: Proposed for Capital Improvement Projects.
Funding: No identified funding

Sunkist Branch Library

Service Area: East Anaheim
Role: Community Library
Service Population: 45,000
Current Facility: Built 1975; 10,573 sq. ft.
Masterplan Strategic Goal: Expand library to 15,000 sq feet; upgrade for
technology
Status: Proposed for Capital Improvement Projects.
Funding: No identified funding

Canyon Hills Branch Library

Service Area: Canyon/Hills Area
Role: Community Library
Service Population: 55,247
Current Facility: Built 1981; 18,000 sq. ft
Masterplan Strategic Goal: Refurbish and renovate
Status: Completing renovation and refurbishment of facility
Funding: City General Fund

Phase 2: Planned building program to meet Anaheim Library community needs
As a result of the analysis, seven projects were included in the 2001/2002 Capital
Improvement Program for the City of Anaheim:

- 1) New 100,000 sq. ft. Central Library in the downtown library
- 2) An interim refurbishment of the existing Central Library
- 3) The replacement of the 7,500 Haskett Branch Library with a 24,000 sq. ft.
new, larger building to serve West Anaheim
- 4) The addition of 500 – 1,000 sq feet to the Euclid and Sunkist Branches for
Youth and automation service space
- 5) The construction of a library branch to serve the growing East Anaheim Hills
area in a civic center with adjoining police and community services.



- 6) A second bookmobile for neighborhoods without a branch library
- 7) Refurbishment of Canyon Hills Library

Phase 3: Identify and develop models for satellite service space to augment branch services for targeted populations in Anaheim neighborhood focus areas:

Satellite Library Service Space:

Bookmobile Services

Service Area: CDBG (Low income) neighborhoods
Role: Pre-literacy, literacy and family service
Service Population: Local 10,000
Current Vehicle: 53 feet; 5,000 volumes
Masterplan Strategic Goal: 3 vehicles
Status: Request for Bid for 2nd vehicle; 35 feet
Funding: CDBG (Community Development Block Grant) funds; PLF (Public Library Funds); General Funds; Anaheim Public Library Foundation

West Anaheim (Haskett Branch Library) satellite services: Identified and in planning
Teen/Computer Library in proposed West Anaheim Youth and Police Center
Senior/Computer Library in proposed expanded Brookhurst Community Center
Spanish Health Services in West Anaheim Medical Center
Joint Venture services with North Orange Coast Community College
Storefront service in planned new retail center

Central/Downtown (Central Library) satellite service: Identified and in planning
Senior/Computer Library in Downtown Community Center

Resort Area (Euclid Branch) satellite service: Identified and in planning
A public/school/park complex at Ponderosa Park

East Anaheim (Canyon Hills) satellite service:
Satellite service in EACC
Funding: Developer Fees
Identifying possible locations for satellite services in area divided by 3 freeways

The Hills/Canyon satellite service: Identified and in planning
An interim satellite facility in the existing police/community center facility

6. c. PLAN OF SERVICE – JURISDICTION WIDE SERVICE

Anaheim is a big small town city where the sum of parts makes a greater whole. It is a multicultural community shaped by 150 years of history and its physical geography. Anaheim is the 10th largest city in California, 328,000 residents spread over 50 sq. miles. Freeways and major traffic corridors for employment and housing separate this population. Anaheim stretches 20 miles east to west, but is only 3 miles wide at points along its north/south axis. Five major freeways segment the city creating barriers and



dividing areas for residents. The physical separation as well as sequential development of different areas makes neighborhood the core of Anaheim.

Distributed Plan of City Services

Isolated by freeways and developed during different periods of housing booms, Anaheim became a large city by combining many distinct neighborhoods. The physical separation and independent histories of City areas created one political unity with numerous diverse communities. The original German Colony dates to 1857; new neighborhoods are still being planned and built in the East Hills. In the 1990's as part of an extensive 5-year planning process involving collaboration among City departments, school districts, community agencies, and neighborhood councils and groups, a new model for civic services evolved. The outcome of years of planning and collaboration was a consensus that the demographics and physical geography of Anaheim needed a new model. The geographic distance, physical separation, and independent histories determined that Anaheim could most effectively serve the vibrant neighborhoods making up its whole, through a distributed plan of services. A distributed plan of service acknowledges the geographical boundaries and physical barriers that impact services to its residents in. Initially tested by Neighborhood Services and Community Policing, the plan of distributed services to five City areas was assumed by the other City departments, including Library Services. The service areas, identified and highlighted in the evolving 2002 General Plan are:

Downtown/Central
The Hills/Canyon
West Anaheim
The Resort Area
East Anaheim

(MAP F)

These areas were identified, not by dividing population numbers, but by respecting the geography and demographics that define each.

Neighborhood Focused Revitalization

The Strategic planning for the 5 service areas has been coordinated since 1996 by the Neighborhood Improvement Group, a City multi department task force, working in collaboration with Neighborhood Councils and other community groups. The Library Division is an active participant and official member of this planning group. In the last six years, a vision for Anaheim evolved and is now being documented in a new General Plan. The five areas focus areas will each contain local infrastructure for core city service delivery supported and complemented by resources from Central/Downtown. The first comprehensive neighborhood work was done in The Resort Area, funded through assessments to the Disney Corporation with the building of California



Adventure, a new theme park. The City's current focus area is West Anaheim, the service area of Central, Euclid, and especially Haskett Branch Library.

Anaheim Public Library Standards

In 1998 an outcome of the extensive Neighborhood Improvement Planning process was the establishment of standards for city services. These standards serve as a vision and goal for improving the livability of all Anaheim neighborhoods. The Standards developed for Anaheim Public Libraries are:

Goals - 1998: Neighborhood Improvement Group. Neighborhood Standards. "Libraries - Standards for Service".

"Residents have convenient access to a local public library that encourages literacy, supports formal education and lifelong learning, promotes economic activity, and fosters a sense of neighborhood identity through collections, programs, and services reflecting the diversity of the community. Neighborhood residents are served at a library facility within a three-mile radius or five-minute drive. Multi-day service will be available, including a Saturday or evening. The branch library will provide space for collections, seating and programs. Users will find current collections meeting their interests in multi formats including books, tapes, videos, audio, and electronic materials. There will be adequate space for leisure reading and studying.

Professional and paraprofessional staff will be available all open hours for circulation, reference, reader's advisory, homework assistance, and programming. Weekly children's Story Times, a Summer Reading Program, an Adult Literacy Program, and a computer lab for public use will be part of the neighborhood's core library services. The Central Library that will provide larger collections, second level reference, and a technical and administrative support for the branch operations will support the local branch library. Local library service will also include Bookmobile service providing outreach services to areas of the City where economic and social conditions create barriers to traditional library services."



7. PLAN OF SERVICE – TECHNOLOGY

The Haskett Branch Library is a 40-year-old 7,500 square-foot facility now serving a population of 65,000 residents in West Anaheim. Much of the limited public space is taken up by the 25 public and four staff computers, along with the accompanying tables, chairs, cables, and outlets in this branch. As the community and student usage of this facility grows, more space is necessary to provide the needed computing resources necessary to keep up with user demand.

In 2000, the Haskett Branch library was awarded a grant of 8 computers from the Gates Library Foundation to supplement 6 other public access computers (4 of these from cash and in kind donations from the community). An acknowledgement of the importance of electronic technology in local libraries is demonstrated by the additional 15 workstations added by the City Library system to Haskett in the last two years. The individual workstations are supported by high-speed connections to the Internet and local WAN, a recently installed state of the art library automation system, and multipurpose software. *This commitment to public access computing is even more vital in a service area with an estimated less than 30% home computer penetration.* The Anaheim Public Library has more public access computers available in the library system, but there is no more space to put additional workstations in this very crowded branch.

TECHNOLOGY PLAN – MEETING COMMUNITY NEEDS

Supporting Public Computer Access for all users

Electronic technology and services are a primary need of the west Anaheim community served by the Haskett Branch library. The local school district not only has inadequate technological infrastructure (internal connections are only 512K and there are no external connections off campus for students), but the year round multi track sessions required by overwhelming numbers of students, means the limited school technology is not available to any student except when in a classroom. Furthermore, the library survey of local school technology shows that most of the schools do not have any computer services for their students to use in the school library. Lacking electronic access and infrastructure at school and at home, the Haskett Library is the single most important provider of educational technology for the 6,994 students in the Magnolia Elementary School District our joint venture partner. In addition, one Junior High and three Senior High Schools also reside in the Haskett Library service area with a total enrollment of 6772.

Since a majority of students in the local school district come from crowded, low-income housing, they do not have electronic resources for their educational needs at home. In the underserved communities, like the ones ringing the Haskett Branch Library, public access computers and powerful, high speed connections are especially needed because so many in the community can not afford the high costs of hardware, software and ISP charges. This lack of personal and school infrastructure creates a major barrier to access for low-income residents.



The same lack of home computers that handicaps students, handicaps parents and preschoolers. Families do not have access to computer based educational software to build preliteracy schools – except at Haskett Library. The local service centers for Head Start programs and Family Literacy do not have any technology infrastructure. They refer parents to the local library for technology needs.

Teens attend junior and senior high schools with inadequate infrastructure and/or no access to computer workstations except in the classroom. Since west Anaheim lacks any after school facilities or programs to support either educational or recreational needs, the Haskett Branch Library is the sole source for homework assistance technology, Internet access, or electronic games.

Many Californians without Internet at home can get access at work, but this is less frequently true for workers in low-income occupations, as well as Hispanics, African-Americans and workers in small family owned businesses. Each of these underrepresented demographics for computer access are represented in the Haskett Branch service area

Another user group, long time residents who are now seniors, has not invested in electronic technology. However, like their peers throughout California, this senior population is interested in learning how the new technology may be of use to them. When they discover how the Internet can link them to family, friends, and resources, they become regular users. Other adults, without home computers, rely on public access electronic resources for word processing, consumer and employment information, research, and the Internet.

Supporting the Schools

To assist the K-12 curriculum, the Haskett Library will incorporate a variety of learning technologies into the building. Youth will have access to high speed Internet access. This will be supplemented by two homework centers with appropriate databases and productivity software to support learning and school assignments. CATV (Community Access Television) will provide opportunities for visual learning experiences. A multi-media area will provide students with opportunities to view and listen to video and audio materials in private. A video production lab will have the necessary computer hardware and software that allow students to create and edit their own video productions.

Supporting Literacy

Anaheim will cooperate with the Magnolia School District on the Family Literacy and Reading Center at the Haskett branch library. To support the Family Reading and Parenting Skills Program, the Haskett Library will include computers to assist in reading skills through educational games, reading software and guides for parents to help their children with homework.



Supporting Seniors

The present Haskett Library does not have a separate space for older adults to learn computer skills. In the new building, there will be an adult computer lab separate from all the youth activities in the library. Here, they can come and use computers for their own needs, including health, financial, investment, and email resources and learn from library staff members in classes specially tailored to their needs.

Supporting Computer Literacy

The general lack of personal computers in the schools, homes, or workplaces of the residents of West Anaheim means that there is also a low level of computer literacy. Computer labs, one mobile for use within the Branch or off site and one designed room in the new Haskett Library will support the ongoing, regularly scheduled workshops on computer literacy. These workshops include the Internet, email, Internet for Seniors, Internet Introduction (Spanish language). Additional workshops will be planned and offered as requested by the community. A new series of workshops is being planned to introduce library users to the full text databases remotely available for use for residents with at home or at work computer resources.

TECHNOLOGY PLAN - INTEGRATING INTO LIBRARY SERVICES

Computer literacy, familiarity and competency in using electronic resources, is increasingly becoming a "must have" skill for education and employment success. To support the Library's mission of pre-literacy, literacy, and life-long learning, computer technology and electronic resources will be integrated into library services for all ages and targeted groups and be an integral part of local use of the library facility and outreach through remote delivery of library resources throughout the west Anaheim community. Technology will be included in all major areas of library service:

Library Facility:

- Electronic connections throughout the building for personal use of laptops and PDA computers
- Computer lab in adult and youth areas with high-speed connections and diverse software and Internet connectivity
- Separate homework centers for children and young adults.
- Portable computer lab for instructional workshops for on site and outreach participants
- High speed connectivity of library resources to remote users – at home, at school, at business



- Adaptive/assistive workstations and technology for the disabled
- Rooms (meeting, group study, story time) with high-speed connections; equipment for delivery of video; LCD presentations; sound systems
- Listening stations for use of multi-media collections
- A video production lab equipped with a computer for video downloads and editing.

Library Collections:

- Reference collections will include electronic databases. The current collection includes access to the library catalog, a selection of InfoTrac magazine, health and business databases, Newsbank newspapers, Forms-on-File (a Facts-on-File product), Mitchell's Auto-Repair guides, and the Learn-a-Test product of online test preparation software. Anaheim's Public Services Computing Group continues to evaluate other products for inclusion that will meet community needs.
- Self-help collections will include electronic resources. Learn-a-test is a popular example.
- Reading education software for the Family Literacy and Reading Center.
- Fiction and non-fiction will include electronic resources either as purchased products or links to Internet sites
- Preschool and beginning to read collections will include appropriate educational software

Library Programs:

- Information assistance will include one on one introduction to electronic resources in addition to print resources
- Reader's advisory will include one on one introduction to electronic tools in addition to print resources
- Class visits (pre-school through adult) for an Introduction to the Library will include use of electronic resources
- Family Literacy will include electronic resources as well as print and media resources for increasing literacy
- Community Interest Workshops will include Beginning Computing, Introduction to the Internet, and Email and the Internet (English and Spanish)



- This level of support for technology based library resources and services will be supported by the City's network connecting the library facilities. Full time staff, at the library and at the City help desk, are available all open hours to maintain connections and operation of equipment.

Library Services

The implementation of electronic technology and resources for integration into existing programs or in the expansion of library services available with a new larger, state of the art facility, will support library services through:

Adequate funding – the operational budget for Haskett Branch Library will include expenditure accounts for the acquisition of electronic collections, hardware, software and maintenance and planned upgrade of equipment.

WAN Network – The Anaheim Public Library system is committed to reliable, high-speed delivery of electronic resources through high-speed data lines that directly links all Anaheim libraries, Yorba Linda and Placentia public libraries, and all City facilities. High-speed Internet based links are maintained for access to schools, other libraries, local resources, and frequently requested sites.

An Internet based, graphic capable Integrated Library System (epixtech Horizon) provides on site and remote access to the library catalog, patron accounts, self placed reserves and renewals, the Library Web site for high use links, and remote delivery of electronic indexes and full text resources.

Privacy and security of the network, workstations, and individual user files will be provided with firewalls, encryption, user permissions and appropriate policies and software.

The Family Literacy Center will include electronic resources as well as print and media resources for increasing of pre-schoolers literacy.

The Anaheim Public Library employs a Public Access Systems Coordinator who supervises two System Specialists. Together, these three people are responsible for the planning and operation of public computing services in all Anaheim Public Library locations. The City's Information Technology Department maintains the networking infrastructure, with the assistance of Public Utilities (maintaining the fiber optic connections) and Pacific Bell (responsible for the T-1 lines).

Expanding Library Services

- The proposed Haskett Branch Library project includes new and improved delivery and additional electronic resources to meet the needs of the community. Technology will expand library services through:



- Computer Literacy will be expanded through access to computer labs that will provide space and resources for additional Internet workshops on health, genealogy, job seeking, etc.
- An adult services computer lab will provide high-speed Internet and office tools (i.e. Word Processing) near the adult Reference Desk. An additional mobile computer lab will be available through wireless laptop computers that can be moved around the library at will.
- Library subscription resources are available through the Anaheim Public Library Web page. Using the library card authentication, certain vendors of allow the public to access these resources from the library users home computers.
- Family workstations that seat three to five individuals will provide a comfortable environment for parents to engage in educational play building literacy skills through educational software.
- Internet access and in house loan laptop computers will provide a comfortable work environment for group study or tutoring and mentoring.
- CATV (Community Access Television) and Video capability will extend library skills, research tips, and story times into classrooms unable by distance and/or lack of transportation to benefit from on site resources. These capabilities will be available in both large and small meeting rooms.
- Homework Center with electronic workstations and resources, including tutor.com and 24/7-reference service, will provide support for students performing below other districts in Anaheim and California.
- A local area network, not physically connected to the City network, will provide the public the ability to enter the library and utilize a library Internet connection for personal laptops and PDAs. With the assistance of the Internet Service Provider, IP authentication will allow this network to access library subscription databases as if it were coming from a City network computer. This separation of networks is necessary to protect the integrity of the City network from outside influences that might try to come in with their personal computers loaded with hacking tools.
- A technology capable building will provide the foundation to explore direct high-speed connections to local schools for direct shared use of resources, including an Extranet for students to access personal assignments, teacher guides, and databases.
- On computer station will include special access for adaptive and assistive technology for the disabled.
- A quiet area will be set aside with multimedia units where people can watch/listen to videos and audios.



- There will be one room where students can edit their own video productions using the library equipment.
- An Information Kiosk will be near the entrance to easily and quickly provide local information, referrals to other agencies, and Internet links to online community information assistance for patrons who do not or cannot travel for services beyond the library's service boundaries.
- Two self-checkout stations will provide express check in and checkout to reduce lines and speed circulation.
- Security systems and cameras will improve inventory control and patron safety.



7a. TECHNOLOGY

The Haskett Branch Library is the first of three facilities that will be developed by the City of Anaheim to serve the residents of the west end of the city. The new library, which will be located at the current Maxwell Park site, will showcase the use of data, video and voice technologies that support the library's mission.

The technology systems planned for the Haskett Branch Library will be introduced as the first level of a three tiered approach to overall system's development: 1) building level deployment; 2) inter-connectivity to local library partners; and 3) connectivity to other Anaheim Public Library facilities through the operating center at the main library.

Building Level Technology

The users of the Haskett Branch Library have asked that the new library address the informational, cultural, recreational and educational needs of all age groups. In order to accommodate this requirement the building will be organized both structurally and technologically to maximize the utility of commons areas, such as circulation, general collection and user seating spaces and to support special functions such as school homework centers and public access PC labs.

Circulation Desk

The circulation desk will include staffed check-in/check out PC's, security system desensitizers, a cash register and receipt printer (possibly part of a system-wide POS system) a debit card reader, a networked printer and a telephone.

There will be a data jack for each item of equipment that could potentially be attached to the library's local area network. The data jacks will be wired back to the telecommunications closet utilizing Category 5e, unshielded twisted pair cabling routed through appropriately sized conduit. Category 5e cabling is also recommended for voice system connectivity.

Careful attention must be given to the distribution of AC power. There should be a minimum of one duplex electrical outlet for each data jack, or potential future data jack.

Information Kiosk

Patrons entering the building will have access to an Information Kiosk that will provide a PC to access the library catalog, local library resources and regional electronic resources. There will be a minimum of two data jacks and one telephone jack designated for the Information Kiosk. The data and telephone jacks will be wired back to the telecommunications closet utilizing Category 5e cabling. There will be one duplex electrical outlet designated for each data jack.



Self-checkout Stations

The library will provide self-checkout stations for "express check-out." These stations will be in the exit area near the circulation desk. There will be a minimum of two data jacks designated for two self-checkout stations. These will be wired back to the telecommunications closet utilizing Category 5e cabling. There will be one duplex electrical outlet designated for each data jack.

The library will be equipped with a 3M type security system at appropriate points of egress. (Note the need for electrical wiring for the security system and the requirement that it be located in such a way to prevent interference with library PC's.)

Circulation Work Area

The circulation work area will be equipped with an appropriate number of staff workstations, telephones, a staff fax machine, networked printer and a networkable photocopier.

Each workstation will be provided a minimum of one data jack and one telephone jack. Additional data jacks will be provided in strategic locations to support peripheral equipment and to allow for future expansion and/or workspace reconfiguration. Data and phone jacks will be wired back to the telecommunication closet utilizing Category 5e data cabling. There will be a minimum of one duplex electrical outlet for each data jack in the work area.

Collections and User Seating

The collections and user seating areas of the building will be organized to address the specific needs of children, young adults, adults and the senior population. Each functional area within the library will have an appropriate number of PC's dedicated to specific purposes. A number of PC's will be designated as catalog access stations while others will be used to access library-centric electronic resources (e.g. CD Rom based programs) and the Internet. There will be a data jack for each PC in the initial layout of the building. There will also be additional data jacks distributed in a logical pattern to allow for future expansion and/or reconfiguration of patron workstations. Duplex electrical outlets will be provided for each data jack location.

It is anticipated that the library will utilize a combination of hardwired and wireless PC's as the facility matures. The wireless units can be in fixed locations or possibly on a portable cart with other peripheral equipment. The portable cart, which also functions as a charging station, would allow designated areas of the building (e.g. the Story Time Theater and the Conference/Meeting Room) to be used for multiple purposes. This flexibility of computer distribution requires careful attention to the location of electrical outlets.

Story Time Theater

The story time theater will be equipped with PC's, either fixed or on carts, that will allow children access to the library catalog and other library resources. There will also be staff access to the library's data network and phone system. There will be one data jack for each PC located in this area. The data jacks will be wired back to



the telecommunications closet utilizing Category 5e cabling. There will be at least one duplex electrical outlet for each data jack in the story time theater.

Special features of the story time theater include a sound system, access to CATV (Community Access Television) and the wiring infrastructure necessary to support interactive digital video. The interactive digital video system will allow staff to video-record library programs for later broadcast and/or provide the capacity to develop live feed through a community access television network. The video/CATV locations will be wired with both Category 5e and coaxial cable. Cabling will connect via conduit to the telecommunications closet.

Public Conference Room/Community Meeting Room

The public conference room will be designed to provide access to the library's computer network, access to CATV for local viewing and video uplink capability for library-generated broadcasts. Appropriately placed data jacks will connect to the telecommunications closet via conduit utilizing Category 5e cabling. CATV locations will be wired with both Category 5e and coaxial cabling to support both analog and digital video.

The conference room will be equipped with a digital projector and viewing screen and a smart board. Special consideration will be given to lighting and sound control so that the room can be used to support inter-active distance learning.

The Public Conference Room/Community Meeting Room will have a central control console that can manipulate all peripheral equipment the room. This will include DVD players, digital cameras and the drop down screen. Data and phone jacks will be wired to the telecommunications closet utilizing Category 5e cabling. There will be one duplex electrical outlet for each data jack.

The room will include the infrastructure necessary to support a ceiling mounted LCD projector and a retractable view screen. The library will also provide cabling in the Public Conference Room/Community Meeting Room capable of supporting Interactive Distance Learning equipment. This will include enhanced ceiling bracing and cabling in designated ceiling locations.

The interactive video capability of the Haskett Library, in the Story Time Theater and the Public Conference/Community Meeting Room will benefit the community in a variety of ways. It will allow the library to provide enhanced educational opportunities for a culturally diverse community by providing real-time access to library programs from remote locations. It will also provide the potential for structured distance learning opportunities within the library.

The video system will allow the library to broadcast programs to local schools and to the community at large. Finally, it will provide an effective means of intra and inter-library communication for Anaheim Library staff.



PC Labs, School Homework Centers and Business Center

The Haskett Library will provide its user community unparalleled access to lab based computer resources. There will be special computing resources in each special use areas of the building.

The library program calls for a Children's computer area adjacent to the Children's Services desk for student use. There will be a networked printer, or printers, in strategic locations for these machines. The printers will be connected to a debit card reader to allow point of sale transactions without library staff intervention. The distribution of data jacks in this area will be dependent upon the final furnishings layout and the degree of flexibility required by the library services program.

All of the PC's and Apple Computers put into place in the initial configuration of the building will be hardwired back to the telecommunications closet utilizing Category 5e cabling. There will be a duplex electrical outlet paired with each data jack to support computer equipment and computer peripherals. There will be a data jack, or jacks positioned in strategic locations to allow for the installation of a wireless network transmitter. Wireless may, or may not be included in the initial configuration of the building. However, planning for wireless for expansion and/or reconfiguration of the Lab area maximizes flexibility.

The Family Literacy and Center will provide educational and reading assistance software on computers located in this area. This room will be hardwired back to the telecommunications closet utilizing Category 5e cabling.

A mobile computer lab will be housed in the Children's area and can be relocated to other locations on a moments notice. The laptops in this mobile lab will connect to the network through wireless 802.11 technology.

Additional word processing services will be provided through AlphaSmarts. These inexpensive word processing devices run off three AA batteries and do not require a network connection. AlphaSmarts can print directly to a printer or send their files to a word processor on a PC for additional formatting requirements.

The "Copy/Business Center." The Business Center will house public access PC's and public use copiers. The distribution of data jacks is contingent upon the library services plan for this area of the building. All computers and computer peripheral equipment will be hard wired back to the telecommunications closet utilizing Category 5e cabling. All data jacks will be paired with a duplex electrical outlet.

The final concentration of equipment will include an Adult Computer lab and an adjacent Y.A. Homework Center. This area will function in a manner similar to the Children's PC lab and School Homework Center. However, it is targeted for more mature library users.

Quiet Study Rooms

There are a number of quiet study rooms in the library. Data jacks will allow patrons to access the Internet through their personal laptops and PDAs (Personal Data



Assistants). Listening stations will also be available. There will be networked printer in this area to support the library users. All data outlets will be wired back to the telecommunications closet utilizing Category 5e cabling, but will not be connected to the City network for security reasons. Instead, it will reside on its own local area network. All data jacks will be paired with a duplex electrical outlet.

Children's and Reference Services Desk

Each of the special service desks will be provided with multiple data outlets, a telephone, a fax machine and a networked printer. Both data and phone jacks will be hardwired back to the telecommunications closet utilizing Category 5e cabling. There will be a duplex electrical outlet for each data jack in this area.

Staff Workrooms

All staff workrooms will be equipped with the appropriate number of staff PC's. They also will include a networked printer, a photocopier and a telephone. There will be sufficient data jacks to accommodate expansion and/or reorganization of the work areas.

All data jacks in the initial configuration of the staff workrooms will be hardwired back to the telecommunications closet utilizing Category 5e cabling. There will be sufficient electrical outlets, a minimum of one duplex outlet per data jack, to support all staff functions in this area.

Staff Offices

All staff offices will be provided multiple data outlets, a telephone and a networked printer. Each data and phone jack will be hardwired back to the telecommunications closet utilizing Category 5e cabling. The offices will be designed to accommodate a variety of furniture configurations.

Staff Lounge

The staff lounge area requires a full service kitchen. Technology deployment should be limited to telephone and CATV connectivity.

Special Use Areas/Special Considerations

The delivery and service area will have a phone immediately inside the doorway. The intercom system for the building will be structured to allow delivery staff to request entry. There will be a security entry pad for staff access to the building. There will be sufficient control of building lighting at all entry points to assure secure access to the facility.

There will be a Public Address (P.A.) system controlled from the Circulation/Circulation Work area. It will be appropriately zoned, such zoning to include restrooms. The P.A. system should be linked to the building phone switch to allow access from any staff workstation.

There will be panic buttons incorporated as a feature of the voice communication system. There will be access to panic buttons at all public service desks, the manager's office, the staff workroom and the staff lounge.



The library will install a video surveillance system with cameras positioned to monitor the restroom entrances, the entrances to the building, the circulation desk and all computer labs. The video cameras will be wired to the central monitoring/control station utilizing coaxial cable. Low voltage electrical connectivity must be provided to each camera location. If the library wishes to install PTZ cameras (not recommended), each location must also include a data cable that terminates at the video control location.

Interconnectivity to Local Library Partners

The Anaheim Public Library is committed to extending access to its resources throughout its greater community. The Haskett Library project provides an opportunity for the library to explore options made possible through the application of current technology.

There are a number of potential partners in the area being served by the Haskett Library. They include the West Anaheim Youth Center, West Anaheim Medical Center, Schweitzer Park Boys and Girls Club, Brookhurst Community Center, Twila Reed Park and the local schools.

The library has determined that partnering with local schools, as a starting point, will provide the best opportunity for the largest segment of the Haskett Library service population. The library visited and/or evaluated the three schools in the Haskett service area that might qualify for state Library Bond Fund Grant Act funding. These are Magnolia High School, Dale Jr. High and Maxwell Elementary School.

The first two schools were quickly eliminated, Magnolia High School because of its classification as a "high tech" school and Dale Jr. High school because it already has high bandwidth connectivity to the internet.

Maxwell Elementary School provides the library an interesting opportunity for cooperative development of technology resources. The school currently has no active data distribution to classrooms, labs or the library.

The Anaheim Public Library would like to extend the Local Area Network of the Haskett Library to Maxwell Elementary. This Local Area Network will not be connected to the City network for security reasons. This link can be accomplished with a proprietary fiber link from the new library to the school utilizing below ground conduit and single mode fiber. The fiber would feed into a designated telecommunications closet in the school. This telecommunications closet would become the hub from which classrooms, labs and the library would be fed via a combination of Category 5e cabling and/or fiber.

The library can establish Maxwell Elementary as a separate VLAN which would allow both school and library personnel to manage the resources available to the school. The VLAN creates a secure separation of electronic access.



The most effective first step in the development of the Haskett Library/Maxwell Elementary school network would be to distribute data connectivity to the school library. Students using the school library would have access to the Anaheim Library catalog, on-line CD resources and the Internet as if they were on site in the Haskett Library. (Internet filtering could be established at the school level in accordance with school access policies and procedures.)

This structure would also make it possible for students at Maxwell Elementary to "participate" in library programming through the use of streaming video from the library to the school or through delayed digital video broadcasts from the library.

The school/library network could be developed so that students visiting the library could download information into their school portfolios which would be housed in a data storage bank located at the school.

The second phase of development of the school/library network would be to extend connectivity to computer labs in the school. Finally, connectivity could be extended to classrooms.

The development of the Haskett Library/Maxwell Elementary School network provides an interesting opportunity to explore the benefits of enhanced communications both in terms of access to traditional library services and through the development of creative means of utilizing passive and inter-active video resources.

Connectivity to other Anaheim Public Library Facilities

The City of Anaheim currently has four branch libraries and a bookmobile. The four branches of the library are connected to City Hall through T-1 lines. The City Hall connects to the Central Library via fiber optic cable. The network makes it possible to access the library's catalog and CD resources mounted on a CD-ROM server located in the Central Library. Additional resources are available through the Internet including Gale databases and Newsbank Newspapers. The library is exploring new technologies for linking the bookmobile to the Central library for real-time circulation with the Horizon system.

The Anaheim Public Library converted to a new Integrated Library System. This new system went live to the public on March 28, 2002. The new system replaced all digital dumb terminals with computers. The new browser interface for the public offers faster searching, direct links to other search headings and cover art for the public to see. It will be enhanced by the Local History Room Grant to digitize historical photographs which will be made available through the catalog.

The City of Anaheim is exploring a variety of options for enhancing data, voice and video communications. Wireless solutions, including microwave and radio frequencies have been discussed, as well as the deployment of a municipal fiber network.



The Haskett Library project provides the Anaheim Public Library the opportunity to develop a new model of data, video and voice distribution. This model can be adapted to the additional library facilities and partnerships planned for the West Anaheim service area.



7. b. TECHNOLOGY PLAN – JOINT VENTURE PROJECTS – SCHOOL SUPPORT

Haskett Branch Library is located on the north end of Maxwell Park; Mattie Lou Maxwell Elementary School and the Magnolia School District Headquarters are located on the south end of Maxwell Park. Separated only by green space and linked by mission and users, the Anaheim Public Library System and the Magnolia School District have been committed to collaborative support since both Haskett and Maxwell opened in the 1960's. As the community and schools became high-density areas, Haskett Branch Library increased its support of youth services to relieve some of the educational challenges facing this local school district.

Responding to rapid student growth without an increase in buildings or capital funding, Maxwell School gave priority to space and textbooks for classroom teaching. These priorities, while understandable, left students without other curriculum supports, including adequate technology. Currently, Maxwell Elementary School provides no electronic connectivity to outside resources, including the Internet to any students. The only campus connections are a 512K LAN providing classroom access to educational software on Macintosh computers located in most classrooms.

The increasing number of children and families in west Anaheim can best be supported through joint efforts of school and city resources. The long history of cooperation to support the needs of the students and families in the local community lead naturally to a joint venture cooperative agreement to enhance the value of limited resources through shared use of school and city resources. The services in the joint venture projects are targeted to students and parents. This agreement provides access off track, after school, evening, and weekends to technology that otherwise is not available to these residents. The joint ventures services may include, but not be limited to, shared electronic and telecommunication services, shared computer services, shared responsibility for Family Literacy and Homework Center services at the Haskett branch library, shared collections, and collaborative staff development to enhance technology services and skills.

Shared Electronic/Telecom Services:

At this time, Maxwell Elementary School lacks a technological infrastructure capable of any telecommunication interconnectivity or resource sharing with the public library. In fact the lack of available computer resources for either workstation or Internet based assignments on the Maxwell campus aggravates the very high need for numerous and high speed computing resources, especially for elementary students, working at the Haskett Branch Library. Until the Magnolia School District upgrades its technology infrastructure (projected within the next three years), the shared electronic and telecommunication services will be focused on available, but limited resources.

The Magnolia School District operates in an Apple computer environment. A recent evaluation of the automation environment convinced the District that the design and resources available in the Apple world were most beneficial to elementary school



education. It now provides and will continue to support Macintosh computers and Apple software for students. It has invested in software, hardware, and staff training for this computer environment. The Anaheim Public Library, Haskett Branch included, provides and supports a Windows environment. This duality of computer environments has been a barrier to elementary students in west Anaheim when they access computer resources off the school campus. Students from all local elementary schools come to the branch library expecting to work on familiar machines and use files from school projects. Originally, Haskett Branch Library installed several Macintosh computers. This experiment in the OS environment was not successful. Anaheim Library staff members were experts in Windows LAN, WAN, and workstations. Staff members were familiar with curriculum and educational support software available in the Windows market. When equipment failed or resources were needed, the Haskett Branch Library struggled to find the expertise to support the Macintosh computers.

Magnolia School District, including Maxwell School, already has the hardware, software and technical expertise to support the Macintosh environment. By providing Macintosh workstations, software, and technical support at the Haskett Branch Library, the joint venture will provide students with the entire range of computer products and develop competency in both the OS and Windows environments through shared electronic services. This will be done on Local Area Network within Haskett. This separation of networks will protect city resources from outside influences that might come from the Magnolia School District. The school districts expertise in choosing educational software for pre-literacy, literacy, and learning, the collections and resources for these high community needs will be expanded at the Haskett Branch Library. These Macintosh workstations will be available, during all open hours, to the community, especially students, for educational uses in the new Homework Center in the proposed branch library. School staff will be responsible for the maintenance and upgrading of all Macintosh workstations.

The support of Maxwell School of Macintosh computing resources at the Haskett Branch Library enables Haskett Branch to focus its resources, including staff, on developing the Windows environment. Introductory workshops for students and parents will help them make the transition to the PC world that will be the computer environment for upper grades and most employment. Instead of a barrier, the duality of computing environments now enriches both elementary students and the larger community by providing a choice of resources to meet individual computer needs.

The Anaheim Public Library and Haskett Branch have developed high-speed interconnectivity and purchased important electronic resources for learning and school assignments. These include the library catalog, full text periodical and magazine indexes, and educational Internet links. As soon as Maxwell School implements a technology infrastructure, these and all other remote resources will be available in the classrooms and library at Maxwell Elementary School.

As the District develops its telecommunications infrastructure, it will work collaboratively with the City to explore high-speed telecommunications access between Maxwell and



Haskett to improve delivery of resources to students and the community. Electronic resources that support pre literacy, literacy, and curriculum will be provided at Maxwell and Haskett through licensed products available at both sites. As the Magnolia School District, and Maxwell Elementary School become linked to the electronic world and upgrade technology for wider band width applications, the District and City will explore distance education, story times, staff training and shared use of electronic resources. Each of these is a high service need in an area where children have low educational scores, limited English proficiency, and incomes and housing that do not include home computers – either PC or Macintosh.



PLAN OF SERVICE - TECHNOLOGY

7c. EXECUTIVE SUMMARY

The Anaheim Public Library System believes that technology, like the book or video, is a tool for service. Information technologies are very powerful tools, but they are the means not the end for quality library service for all library user populations. Technology and electronic resources are now part of the "tool kit" which includes print and media collections, staff, space, and programs to deliver library services that support literacy, learning and leisure for our community. Every service offered by Haskett Branch Library, like all other Anaheim Libraries, is evaluated for the appropriateness of the inclusion of technology and electronic resources – inside the building or by remote access.

In 1999-2000, the Anaheim Public Library System made the development and delivery of electronic resources through public access computers, high-speed communications, electronic products and Web page development a library service priority. Building on the Bill and Melinda Gates Grant, the Library system has put into place the expert staff, hardware, network, software packages, database resources, and financial resources necessary to make technology an integral part of Youth, Teen, Adult, Literacy, Collection, Bookmobile and Senior programs.

The full integration and implementation of the well-planned and extensive Technology Plan for Haskett Branch Library cannot be achieved in the current facility. The small 7,500 square foot, 40-year-old building simply does not have the space and cannot handle the infrastructure requirements for effective library services, including and especially, technology based services. The Haskett Branch currently has 25 public access PCs and 9 alpha smart keyboard/computers. The long range plan to grow these resources to 50 plus workstations is supported, not only with financial resources already projected in Anaheim Public Library's budget, but also with cash donations from patrons, organizations and businesses eager to support information technologies. The Cooperative Agreement with the Magnolia School District includes the placement of Macintosh computers, fully loaded with appropriate educational software, in the Haskett Branch to support the learning needs and curriculum of the elementary schools. However, the existing facility cannot handle one more computer - neither the Macintoshes available from the school nor any of the 30 recently donated word processing workstations received from the Anaheim Fire Department for educational support. Any additional workstations will be "on hold" – not available to the high density, disadvantaged residents of west Anaheim until a new facility with designated space and infrastructure for expanding this highly popular and growing area of library resources is built.

The current technology based service at Haskett is a world squeezed into miniature. Within the current space, the Haskett Branch Library offers a broad range of resources but with such a limited number of workstations, only a taste of the potential for each type of resource – Internet, web based catalog, educational software, or electronic databases - is apparent. Benefits from being a Branch in a technologically



advanced system with high-level central support and multiple license agreements are lost. Only a few users at any time can take advantage of the diverse resources chosen for preschoolers, new adult learners, high school and college research, or Internet access. There are maxi products, but mini space for full utilization. Some resources are offered remotely, but this virtual service is not accessible to a real world with 2/3 of the community LACKING a home computer.

The new Haskett Branch Library will be a technological milestone for the community. It will support the schools with high speed Internet access, homework centers for children and young adults, CATV and multi media stations. The Family Literacy and Reading Center will assist people in reading comprehension through educational games, reading software and guides for parents to help their children with homework. These materials will be available for use on public access computers or to borrow for home use. Senior citizens will be supported with an adult computer lab and classes that cater to their needs. Additional technologies will include adaptive/assistive workstations and technology for the disabled, and a video production lab equipped with a computer for downloading and editing videos.

In the planned future, residents may enter the library with their own laptops and PDAs to do Internet searching through a separate local area network (for security reasons). This LAN will provide IP authentication for access to the library subscription databases that people can download to their personal computer device. This same local area network can be connected to local schools so students can access their homework assignments.

The expansion of computers into more local schools and homes means that an important part of Haskett's technology plan is a more effective delivery of virtual library services. From the traditional – getting a library card, paying a fine, renewing or reserving a title to new services, including access to e-books, MP3 books, and 24/7 interactive reference support, the enabling technology will be provided. The continual development of the library's Web site to reflect growth and change is another key element of this Technology Plan.

Today, and for at least the next five years, the demographics and educational data clearly demonstrate that the majority of electronic services and resources need to be on site. There needs to be a community technology hub, the new Haskett Library, because 24/7 reference isn't any help if the inquirer has no access to a web linked workstation. Lending educational software titles only meets service needs when users have the equipment at home to work with their children. The technology plan submitted for this project balances the duality of electronic resources for in-house library users and those in the community who have the luxury of choosing whether to make their Haskett library experience a real or virtual visit.

